



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

FLEET SUPPORT SPECIALIST

Class No. 006109

■ CLASSIFICATION PURPOSE

To monitor and conduct special projects and studies related to the Fleet Management Information Systems (FMIS); and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

This is a one-position class reporting to a Fleet Coordinator. This class is allocated to the Department of General Services' Fleet Management Division. The Fleet Support Specialist is distinguished from the Fleet Team Leader in that the latter is a first-line supervisor responsible for supervising the work of Fleet Technicians.

■ FUNCTIONS

The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Monitors vehicle and auto parts inventory, cost analysis, work order processing, historical cost tracking, and labor and shop productivity analysis using the Fleet Management Information System (FMIS).
2. Inputs and reviews FMIS data for accuracy and completeness.
3. Provides support to users of FMIS.
4. Prepares and runs special FMIS and performance indicators reports.
5. Initiates, conducts and prepares studies and special projects.
6. Researches information including surveying other organizations regarding vehicle costs and cost recovery systems.
7. Makes oral and written presentations of findings to members of the department.
8. Establishes and monitors system access and security.
9. Provides training to Fleet Technicians on FMIS procedures.
10. Develops FMIS user manuals.
11. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Fleet Management Information System.
- Principles and practices of fleet management.
- English grammar and composition.
- Data file management.
- Vehicle manufacturer's maintenance analysis, repair, life cycle costing and parts information.
- Vehicle replacement costs.
- Telephone, office, and online etiquette.
- County Customer service objectives and strategies.

Skills and Abilities to:

- Collect, interpret and organize FMIS reports and databases.
- Establish and maintain cooperative working relations with those contacted in the course of work.
- Communicate effectively orally and in writing.
- Conceptualize and prepare spreadsheets and flow charts.
- Identify and resolve simple user problems related to FMIS.
- Design and deliver formal FMIS office training to user groups and individuals.
- Plan, prepare, and write user-training manuals.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are: an associate of arts degree from an accredited college or university in business administration, accounting, or closely related field; AND, at least two (2) years of experience performing vehicle database development and administration. Experience must have included data analysis and technical writing; OR, four (4) years of experience performing vehicle database development and administration. Experience must have included data analysis and technical writing.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None required.

Working Conditions

Office/shop environments; exposure to computer screens, noise, dust, and fumes.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on number, severity, and recency. Applicants will be subject to a background check.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: November 5, 1999
Reviewed: Spring 2004

Fleet Support Specialist (Class No. 006109)

Union Code: PR

Variable Entry: Y